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[] DCI/ADMIN OF

STUDY OF OL's SERVICE ENVIRONMENT AND WAYS TO ENHANCE OL's IMAGE

QUESTIONS FOR SELECTED AGENCY COMPONENTS

1. What services/support does the Office of Logistics (OL) now provide to your component?
 - a. Blueprint design/renovation.
 - b. Procurement/contracts.
 - c. Supply
 - d. Interior design or consultation.
 - e. Maintenance/engineering (HOME); Building Services.
 - f. Motor Pool
 - g. Printing & Photography
 - h. External Buildings Operations
2. What are your component's perceptions of the quality, timeliness, general responsiveness, and overall value of OL's services and support? Please key your answers to the items in #1 above.
 - a. Transition from GSA still being worked out. Design phase slow; Dycon not up to strength w/electricians.
 - b. No problems.
 - c. Depot support good & contact with Expedite & Control in Supply Mgmt. Branch excellent on follow-up.
 - d. Excellent support from [] very professional.
 - e. Allied response good; OMB system needs improving in tasking Allied w/multi-phase Support from Bldg. Services & Services Section excellent; excellent jobs. response []

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(continue this question on next page)

SECRET (when filled in)

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- f. With shortage of drivers, still provides good support DCI area.
 - g. Backlogged; however, our requirements are not operational or intelligence sensitive.
 - h. Responsiveness has been slow but improving in outer buildings.
3. How could OL improve the services/support it already provides to your component? Please key your answers to #1 and #2 above.
- a. More progress and/or status reports so can be reassured requirement not "lost".
 - b.
 - c.
 - d.
 - e. If project officer unsure of requirement when tasking Allied, should dialogue w/requestor. Still some elements of narrow focus on doing just one speciality.
 - f.
 - g.
 - h. Realize each external building has different outside mgmt so difficult to control. However, more responsive follow-up could be initiated.
4. What additional services/support could OL provide to your component?

Present or near future (specify time-frame desired and coordinations/approvals required; rank in order of priority)

- a.
- b.
- c.

(continue this question on next page)

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d.

e.

f.

g.

Long-range (specify time-frame desired and coordinations/
approvals required; rank in order of priority)

a.

b.

c.

d.

e.

f.

g.

5. How does your component view OL in terms of courtesy and professionalism? (If contacts involve more than one OL staff or division, please rate each OL component separately or, if preferable, rate according to the service or support rendered.)

a. Overall-good attitudes and service oriented. Pride in making Logistics look good. (some exceptions)

b.

c.

(continue this question on next page)

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SECRET (when filled in)

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d.

6. What service/support functions of OL are best understood by your component? Least understood?

Best understood (Is additional information needed and by whom?)

a. Procurement

b.

c.

d.

e.

Least understood (Is additional information needed, and by whom?)

a. Sole source contracts.

b. Personal service contracts.

c.

d.

e.

7. Do you believe that your component's overall impression of OL is favorable or unfavorable? How could that image be improved?

Favorable

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8. What other factors (human, organizational, etc.) influence your component's perception of OL? If negative, how can they be changed to a positive perception?
 - a. Personal needs satisfied -- or see big project and question why (cafeteria ceiling). People only see a narrow, uncomplicated view of Logistics.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.
9. Do you have suggestions as to which media could be most effective in communicating to members of your component the totality of support and services OL provides? (E.g., Employee Bulletins, OL newsletter, multi-media presentation, pamphlets, brochures, posters)
 - a. Newsletters are effective way to pass info and keep people aware of problems and progress.
 - b.
 - c.
 - d.
 - e.
 - f.

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10. What training courses attended by your personnel (e.g., EOD courses such as Intro to CIA) would you suggest include additional information about OL people and activities? Please elaborate.

a. Mid-Career, Advanced Intelligence Seminar,

b.

c.

d.

e.

f.

11. What other suggestions, not specifically addressed in this questionnaire, do you have for improving OL's image throughout the Agency?

25X1 Parking at Hdqs. and other buildings []